



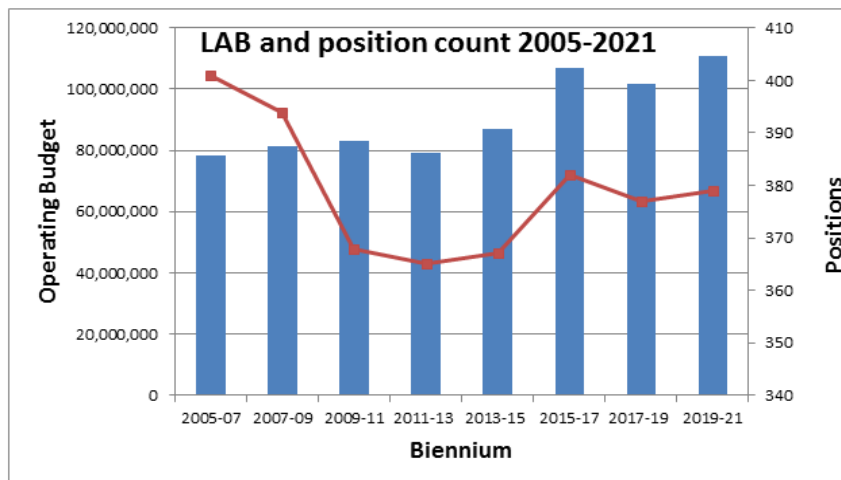
February 27, 2019

TO: Ways and Means, General Government Subcommittee  
FROM: Kevin Olineck, Director  
SUBJECT: Change in Budget 2005-2019

At the February 26, 2019 hearing of HB 5032, the PERS Agency Budget, Jessica Williams and I presented a slide that highlighted the history of PERS Legislatively Adopted Budgets 2005-2019. We are providing additional information to show the biennia-over-biennia change, as a percent, for the Limited and Non-Limited budgets.

### Legislatively Adopted Budgets 2005-2019

	2005-07	2007-09	2009-11	2011-13	2013-15	2015-17	2017-19	2019-21
<b>Limited:</b>								
Other Funds- Personal Svcs	46,953,972	50,682,707	52,751,494	56,744,618	64,362,688	69,524,819	73,391,547	77,950,180
Other Funds - Svcs/Supplies	30,384,327	29,620,738	29,916,870	21,660,024	21,009,989	35,302,823	26,851,571	30,729,335
Other Funds - Capital Outlay	1,033,494	947,701	593,588	927,588	1,478,453	2,121,807	1,294,352	2,173,331
Other Funds - Spc. Payments								
Operating Budget	<b>78,371,793</b>	<b>81,251,146</b>	<b>83,261,952</b>	<b>79,332,230</b>	<b>86,851,130</b>	<b>106,949,449</b>	<b>101,537,470</b>	<b>110,852,846</b>
Other Funds Debt Svcs	5,720,950	5,709,200	1,423,075	1,418,600	1,302,850	1,290,750		
<b>Total</b>	<b>84,092,743</b>	<b>86,960,346</b>	<b>84,685,027</b>	<b>80,750,830</b>	<b>88,153,980</b>	<b>108,240,199</b>	<b>101,537,470</b>	<b>110,852,846</b>
<b>% YOY Growth Limited</b>		<b>3.41%</b>	<b>-2.62%</b>	<b>-4.65%</b>	<b>9.17%</b>	<b>22.79%</b>	<b>-6.19%</b>	<b>9.17%</b>
Permanent Positions	264	294	327	332	362	374	371	378
Limited Positions	137	100	41	33	5	8	6	1
Total Positions	401	394	368	365	367	382	377	379
<b>Non-Limited:</b>								
Other Funds	5,646,765,074	6,286,947,122	6,781,885,664	7,434,035,699	9,277,875,000	9,723,458,062	10,994,171,000	12,493,087,721
General Funds								100,000,000
<b>Total</b>	<b>5,646,765,074</b>	<b>6,286,947,122</b>	<b>6,781,885,664</b>	<b>7,437,176,025</b>	<b>9,277,875,000</b>	<b>9,723,458,062</b>	<b>11,095,708,470</b>	<b>12,593,087,721</b>
<b>Total Expenditures</b>	<b>5,730,857,817</b>	<b>6,373,907,468</b>	<b>6,866,570,691</b>	<b>7,517,926,855</b>	<b>9,366,028,980</b>	<b>9,831,698,261</b>	<b>11,095,708,470</b>	<b>12,703,940,567</b>
<b>% YOY Growth NL</b>		<b>11.22%</b>	<b>7.73%</b>	<b>9.49%</b>	<b>24.58%</b>	<b>4.97%</b>	<b>12.86%</b>	<b>14.49%</b>
<b>% Limited Budget</b>	<b>1.47%</b>	<b>1.36%</b>	<b>1.23%</b>	<b>1.07%</b>	<b>0.94%</b>	<b>1.09%</b>	<b>0.92%</b>	<b>0.87%</b>





February 27, 2019

TO: Ways and Means, General Government Subcommittee  
FROM: Kevin Olineck, Director  
SUBJECT: Email Response Rate

At the February 26, 2019 hearing of HB 5032, the PERS Agency Budget, Jessica Williams and I presented a slide that highlighted key performance metrics of the Operations Division. The slide below lead to a discussion about our email response rate. The total of incoming emails includes those from members and employers, but this response relates to member communications only.

### PERS: Operations Division

#### Performance Information

Transaction	Calendar Year 2015	Calendar Year 2016	Calendar Year 2017
Retirements*	15,058	14,257	17,435
Withdrawals	4,808	4,344	3,883
Eligibility reviews	49,279	43,822	44,910
Telephone calls (incoming/outgoing)	208,931	222,450	266,644
Emails (incoming)	208,437	126,314	128,501
Written benefit estimates**	11,434	12,191	11,018
Online benefit estimates***	50,382	52,036	59,671

\* Including IAP

\*\* Including Tier One/Tier Two and OPSRP

\*\*\* Previously this number tracked all online estimates. This now only tracks online estimates in Calculated status on an annual basis. 2015 & 2016 data have also been updated.



Our Members Services group within the Operations Division reported that 90% of all emails are answered in 48 hours. The other 10% typically need some additional research and can take from 7 to 10 days to answer, depending on their complexity. We can answer account-specific information via email, unless we are required to provide confidential (secured) member account information (i.e., SSNs, benefit amounts, option election info, beneficiary names, final benefit amounts, etc.)

The team of three staff answers approximately 22,000 to 23,000 emails each calendar year. The service delivery expectation is 7 to 10 days. When systems and tools are down, our response times are impacted, and we may still make the maximum 10-day service delivery expectation.